



*RESCUE ALERT  
TECHNICAL OPERATIONS  
GUIDE*



MODEL: RA400

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## 1.0 Welcome to Rescue Alert

Congratulations! You have chosen the most advanced and reliable Personal Emergency Response System available to provide you comfort and peace of mind. **Help is just one touch away!**

Pressing your waterproof Personal Help Button will immediately activate the Rescue Alert. Within seconds, the Response Center will be notified that you need assistance. A caring and professionally trained Care Assistant will talk to you through the Rescue Alert speakerphone. The friendly Care Assistant will telephone your friends, neighbors, family or authorities based on the type of assistance you need. **If you cannot hear the Care Assistant, do not worry, help will automatically be summoned.**

Rescue Alert is fast and simple to connect to your telephone. A Service Provider usually connects the Rescue Alert; however, you may elect to do it yourself. In either case, the Subscriber Information Form must be completed with your name, address, responder names and any important medical information that would be helpful to the Care Assistant.

## 2.0 Installation

Your Rescue Alert should be installed in an area that is free from sources of loud noise. The location should be in a central part of the home that is used frequently and near a telephone jack and AC electrical outlet.

When your Rescue Alert calls the Response Center, the telephone and any other device connected to the PHONE jack on the rear of your Rescue Alert will be disconnected during the call. This means that if this telephone is off-hook, your Rescue Alert can still contact the Response Center. If there are other extensions of the same telephone number in your home that are off-hook when your Rescue Alert needs to place a call, it will not be able to unless the local telephone company has installed an RJ31X jack. This allows the Rescue Alert to disconnect any telephone in the house that may be off-hook. If you elect to have an RJ31X jack installed, contact your Service Provider and ask for an RJ31X telephone cord, part number RA400-RJ31X.

When connecting multiple devices such as a telephone, answering machine, Caller-ID, etc. along with your Rescue Alert to the same telephone wall jack (see Figure 2), it is important that your Rescue Alert be the only device connected directly to the telephone wall jack.

## 2.1 Typical Installation

(Refer to Figure 1 below for the following instructions.)

1. Locate a telephone jack with an electrical outlet nearby. The Rescue Alert should be placed on a flat horizontal surface. The Rescue Alert should be located away from the immediate vicinity of mechanical noises, i.e. oxygen generators, electrical equipment such as televisions and radios.
2. Unplug the phone cord from the wall jack and plug it into the jack on the rear of the Rescue Alert marked "PHONE."
3. Find the phone cord supplied with the Rescue Alert. The connector on one end of the cord is larger than the connector on the other end. Plug the larger connector into the jack on the rear of the Rescue Alert marked "WALL." Plug the smaller end into the telephone wall jack.
4. Plug the power cube into the electrical outlet. Verify that the outlet is **NOT** controlled by a light switch.
5. Turn the Power Switch on that is located on the rear of the Rescue Alert.
6. Perform the Range Test as described in Section 9.4.2.
7. Call the Response Center and provide the Care Assistant with your Responder Information and to perform an initial Customer Test.

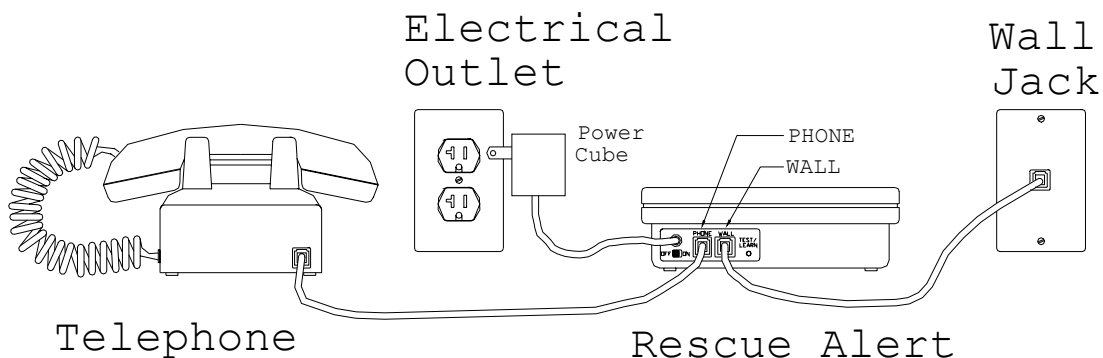


Figure 1: Typical Installation

## 2.2 Installation with Multiple Telephone Devices

(Refer to Figure 2 below for the following instructions.)

1. Locate a telephone jack with an electrical outlet nearby. The Rescue Alert should be placed on a flat horizontal surface. The Rescue Alert should be located away from the immediate vicinity of mechanical noises, i.e. oxygen generators, electrical equipment such as televisions and radios.
2. Unplug the cord from the wall jack and plug it into the jack on the rear of the Rescue Alert marked "PHONE."
3. Find the phone cord supplied with the Rescue Alert. The connector on one end of the cord is larger than the connector on the other end. Plug the larger connector into the jack on the rear of the Rescue Alert marked "WALL." Plug the smaller end into the telephone wall jack.
4. Plug the power cube into the electrical outlet. Verify that the outlet is **NOT** controlled by a light switch.
5. Turn the Power Switch on that is located on the rear of the Rescue Alert.
6. Perform the Range Test as described in Section 9.4.2.
8. Call the Response Center and provide the Care Assistant with your Responder Information and to perform an initial Customer Test.

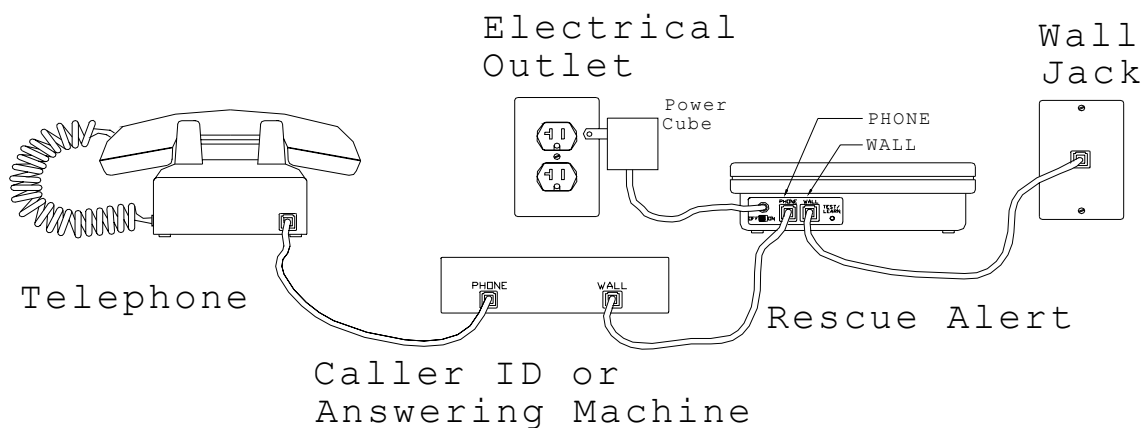
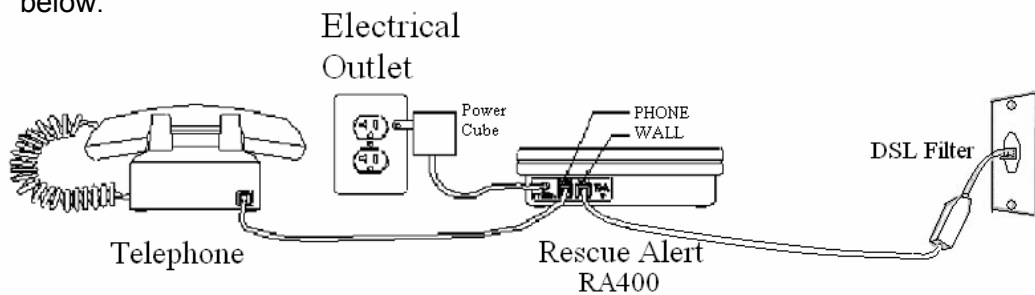


Figure 2: Installation with Caller-ID or Telephone Answering Machine

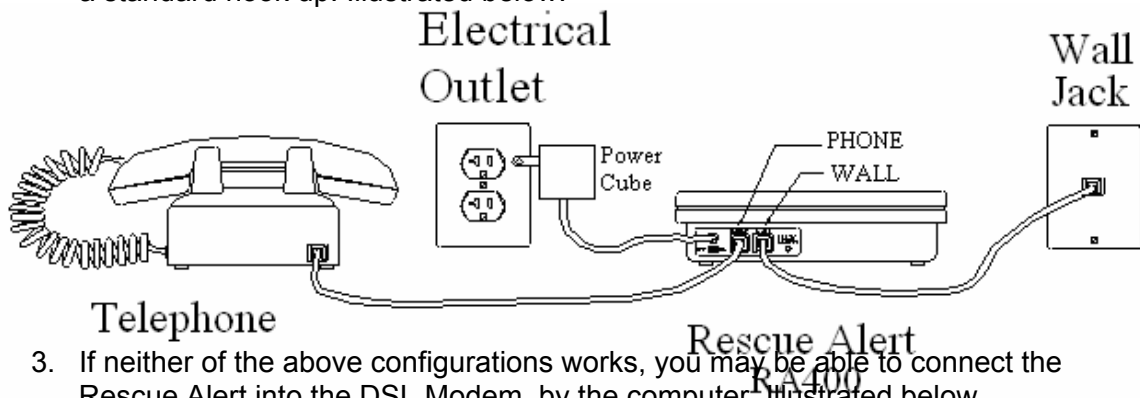
### 2.3 Installation with DSL Service

In order to have functional Rescue Alert service, homes with DSL telephone/computer service require additional installation steps. Below we have listed the three configurations for a successful Rescue Alert/DSL installation in order of commonality. Even with these configurations, it is possible that you will need to call Customer Service for a more extensive troubleshooting.

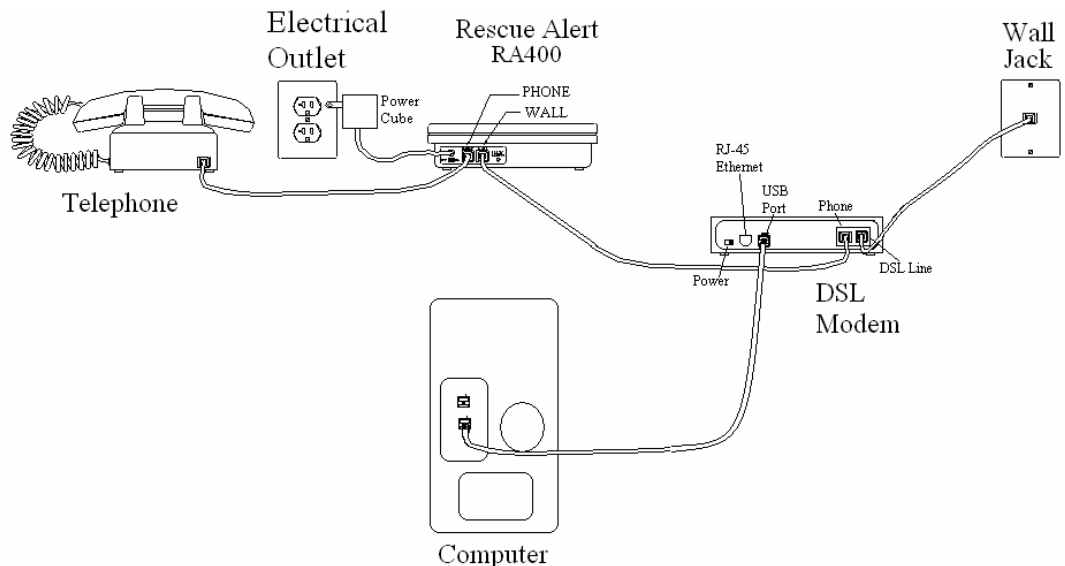
1. A self-installed DSL filter, supplied by the DSL provider, is installed on the telephone cord, between the RA400 Rescue Alert and the wall jack. Illustrated below.



2. The DSL filter is hard wired by the DSL provider. In this instance the home does not have self-installed filters on the telephone jacks, and the Rescue Alert will be a standard hook up. Illustrated below.



3. If neither of the above configurations works, you may be able to connect the Rescue Alert into the DSL Modem, by the computer. Illustrated below.



## 2.5 Service Options

Your Rescue Alert operation can be customized to fit your needs. For example, you may need to dial “9” to make a telephone call from your home. The Rescue Alert must do the same. Once your Rescue Alert is set to dial “9”, you may write the special dialing information on the bottom of your Rescue Alert in pencil. Your Check-In times are another example of service options that you may want to keep track of on the bottom of your Rescue Alert. Additional service options that are programmed into your Rescue Alert can be written on the bottom for future reference. Contact your Service Provider for additional information.

**If you have two or more telephone extensions on the premises using the same telephone number, and if one of these telephones is off hook or otherwise in use, the Rescue Alert will not operate without installation of an RJ31X connection by the telephone company. It is your responsibility to have this device installed if so desired. Signals are transmitted using electrical power and over telephone company lines which are wholly beyond the control and jurisdiction of Response Center or Service Provider and in the event the telephone service is out of service or disconnected, the Rescue Alert will not operate. Furthermore, the Response Center or the Service Provider are not responsible for any monitoring during periods when Response Center’s telephone lines are not working, or under any condition which would make it impossible to send a normal telephone call from the Response Center’s place of business.**

## 3.0 Quick Start

Once your Rescue Alert is connected to the telephone line and your subscriber information is given to the Response Center, *help is just one touch away!*

### 3.1 Calling for Help

To summon help, simply press your Personal Help Button. Your Rescue Alert will start beeping. Within seconds, you will hear a friendly Care Assistant through your Rescue Alert. If you are able to reply, tell the Care Assistant what you need and you will be taken care of.

Help can also be summoned by pressing the blue Help Button on the front of your Rescue Alert.

**If you cannot reply, do not worry, help will automatically be summoned.**

### 3.2 Monthly Testing

At least once every month you should perform a test call to the Response Center to assure that your Rescue Alert is functioning properly.

Simply press your Personal Help Button. Within seconds, a friendly Care Assistant will ask if you need help. Tell the Care Assistant that you are performing a test and do not require any assistance.

### **3.3 Information Updates**

Please inform the Response Center of any changes that are pertinent to your receiving help. Changes may include responder names or phone number changes, area code changes, additional responders, a change in your medical or household status, etc.

## **4.0 Using Your Personal Help Button**

Your Rescue Alert is supplied with one waterproof Personal Help Button on a neck cord. If desired, your Service Provider can replace the neck cord with a wristband.

The battery life of the RA3T PHB is typically three to five years, and can last as long as 10 years, depending on usage. Rescue Alert strongly recommends that regular 30 day testing take place with every Personal Emergency Response System. This regular testing is intended in part to assure continued performance of all parts of the system including the battery in the PHB. During any activation - such as testing - if a red indicator light is observed on the PHB, further testing is required to ascertain the battery status.

To determine the functional status of the battery:

- ◆ Press and release the blue vinyl button several times. If the Indicator light stays red, the battery is low.
- ◆ If the indicator light on the PHB begins to show green, continue to hold the button down for 10 seconds.
- ◆ If the battery indicator light turns red before the 10 seconds is up, the battery is low.
- ◆ If the indicator light remains green for the entire 10 second test, the battery in the PHB is good.

Theoretically, once the battery reaches a functional low status, the PHB should continue to operate for another year, depending on usage, without decrease in performance. However, Rescue Alert strongly recommends that PHBs with a low battery status be replaced within three to six months. If the battery voltage decreases too far, a corresponding decrease in range will be realized.

When any learned Personal Help Button is activated within the effective operating range, the Rescue Alert will automatically dial the Response Center. Within seconds, a professionally trained and friendly Care Assistant will speak to you through your Rescue Alert. If help is needed, the Care Assistant will call responders from the Responder List that you provide.

### **4.1 Additional Personal Help Buttons**

Your Rescue Alert is supplied with one waterproof Personal Help Button. In homes where more than one person wishes to wear a Personal Help Button, or you wish to have additional buttons, you may ask your Service Provider to supply you with up to eight buttons.

If you are using more than one Personal Help Button, you have the choice of using the same Responder List for all buttons or having a separate Responder List for each button. The Response Center will know which Personal Help Button was pressed and will call responders from the Responder List that you provided which is associated with that Personal Help Button.

**Your Rescue Alert is designed to provide for your peace of mind and comfort within the privacy of your home and yard. The signal from the Personal Help Button is limited by various factors and may vary from home to home. It is your responsibility to know the effective operating limits of your Personal Help Button and to use it within these limits. Please contact your Service Provider for additional information.**

## **5.0 Using the Console Help Button**

When the blue Help Button on the front of your Rescue Alert is pressed, a “Help Needed” message is sent to the Response Center. Within seconds, a professionally trained and friendly Care Assistant will speak to you through your Rescue Alert. If help is needed, the Care Assistant will call responders from the same Responder List as the main Personal Help Button unless instructed otherwise.

## **6.0 Using the Rescue Alert Check-In Feature (Optional)**

Your Rescue Alert can be set to provide for your assistance even when you are unable to get to a telephone or push your Personal Help Button. Using the Check-In feature allows the Response Center to automatically check on you if you fail to respond to your Rescue Alert Check-In request.

Your Rescue Alert can be set to Check-In with you up to five specific times each day. At each specified time, your Rescue Alert will sound a series of long and short beeps. You will have a few minutes to tell your Rescue Alert that everything is okay by pressing your Personal Help Button, Console Help Button, Cancel Button or the Test/Learn Button. If you do not respond, your Rescue Alert will send a “Check-In” message to the Response Center.

If the Check-In feature is enabled, be sure to leave the Home/Away Switch in the Away position when you are not at home to prevent your Rescue Alert from sending false “Check-In” messages to the Response Center.

The Check-In and Inactivity Timer features cannot be enabled at the same time. For more information or help in setting the Rescue Alert Check-In feature, please contact your Service Provider.

## **7.0 Using the Inactivity Timer Feature (Optional)**

Your Rescue Alert can be set to provide for your assistance even when you are unable to get to a telephone or push your Personal Help Button. Using the Inactivity Timer feature allows the Response Center to automatically check on you if you fail to reset your Rescue Alert Inactivity Timer.

Your Rescue Alert Inactivity Timer can be set in increments of 30 minutes. Most users prefer to use either a 12-hour or 24-hour timer. Pressing your Personal Help Button, the red Cancel Button, using your telephone, sliding the Home/Away Switch or pressing the Test/Learn Button resets the Inactivity Timer. If the Inactivity Timer is not reset before the time-out period, your Rescue Alert will sound a series of long and short beeps. You will have a few minutes to tell your Rescue Alert that everything is okay by pressing your Personal Help Button, Console Help Button, Cancel Button or the Test/Learn Button. If you do not respond, your Rescue Alert will send an “Inactivity” message to the Response Center.

If the Inactivity Timer feature is enabled, be sure to leave the Home/Away Switch in the Away position when you are not at home to prevent your Rescue Alert from sending false “Inactivity” messages to the Response Center.

The Inactivity Timer and Check-In features cannot be enabled at the same time. For more information or help in setting the Rescue Alert Inactivity Timer feature, please contact your Service Provider.

## **8.0 Automatic Test Features**

Your Rescue Alert is designed to perform two automatic tests, described below, that result in messages being sent to the Response Center. Both tests are optional and either one or both may be utilized. The Automatic Voice Test provides the most complete test and is typically enabled by the manufacturer. The Automatic Dial Test is less intrusive but does not test your Personal Help Button, or the speaker and microphone circuits in your Rescue Alert. The manufacturer typically disables the Automatic Dial Test.

It is strongly recommended that you use the Automatic Voice Test feature described below. If you do wish not to use this feature, it is highly recommended that you at least use the Automatic Dial Test.

The automatic tests are typically performed every 30 days. If desired, your Rescue Alert can be set to perform these as often as you wish - even daily. Contact your Service Provider for more information.

### ***8.1 Using the Automatic Voice Test Feature (Recommended Option)***

Many Rescue Alert subscribers prefer to use the Automatic Voice Test Feature offered by your Rescue Alert because of the added safety and peace of mind that it provides. Almost every circuit of your Rescue Alert is tested including the microphone, speaker and Personal Help Button. When the Automatic Voice Test Feature is enabled, your Rescue Alert will automatically send an “Automatic Voice Test” message to the Response Center. The Care Assistant will greet you, ask you to press your Personal Help Button, tell you that your Rescue Alert is working properly and ask if you have any questions.

Your Rescue Alert automatically sends the test message to the Response Center during daytime hours. If your telephone is being used, your Rescue Alert waits until the line is available. Your Service Provider can set how often your Rescue Alert sends the test message.

### ***8.2 Using the Automatic Dial Test Feature (Option)***

If the Automatic Voice Test is not used, it is strongly recommended that you use the Automatic Dial Test Feature offered by your Rescue Alert. This test verifies the ability of your Rescue Alert to deliver a message to the Response Center. When the Automatic Dial Test Feature is enabled, your Rescue Alert will automatically send an “Automatic Dial Test” message to the Response Center. If the Response Center does not receive an expected test call from your Rescue Alert, the Care Assistant will contact your Service Provider to help determine the cause.

Your Rescue Alert automatically sends the test message to the Response Center during midnight hours. If your telephone is being used, your Rescue Alert waits until the line is available. Your Service Provider can set how often your Rescue Alert sends the test message.

## **9.0 Controls**

Your Rescue Alert uses various switches and buttons to operate or control its function. Each is described below. For additional information, contact your Service Provider.

### ***9.1 Power Switch***

Your Rescue Alert’s Power Switch is located on the rear of your Rescue Alert. To turn your Rescue Alert on, the power cube must be connected to an active AC outlet. Even though your Rescue Alert has an internal battery, your Rescue Alert will not turn on without having AC power applied first.

### ***9.2 Home/Away Slide Switch***

The Home/Away Switch is located on the front of your Rescue Alert. If neither the Check-In nor Inactivity Timer feature is enabled, the Home/Away Switch can be ignored and neither the Home nor the Away light will be on. When one of these features is enabled, the

Home/Away Switch suspends the feature when the switch is in the Away position. The feature is turned on when the switch is in the Home position.

Be sure to slide the switch to the Away position if you leave your home. When you return, make sure to slide it back to the Home position.

### **9.3 Cancel Button**

The red Cancel Button is located on the right side of your Rescue Alert. It is used to help your Rescue Alert learn additional Personal Help Buttons and to exit various test modes. Whenever the Cancel Button is pressed, your Rescue Alert will sound a series of seven short beeps.

The Cancel Button may also be used to cancel your call for help if your Rescue Alert is inadvertently activated. To cancel a call for help, the red Cancel Button must be pressed within 10 to 15 seconds of activation; otherwise, the Response Center will already be on the line with you. The Response Center is ready 24 hours a day, therefore, it is best to allow your Rescue Alert to complete the call and tell the Care Assistant that you accidentally activated your Rescue Alert. Your Care Assistants are always there even when help is not needed.

### **9.4 Test/Learn Button**

The Test/Learn Button is located on the rear of your Rescue Alert. It is used to place your Rescue Alert into various modes.

#### **9.4.1 Learning Personal Help Buttons**

You can use up to eight different Personal Help Buttons with your Rescue Alert. When any one button is pressed, your Rescue Alert will notify the Response Center that help is needed. Your Service Provider can program your Rescue Alert to send a different alarm code to the Response Center for each individual button if desired.

Your Rescue Alert is capable of learning up to eight different Personal Help Buttons. Your Rescue Alert can identify to the Care Assistant which button was pressed. Contact your Service Provider for additional Personal Help Buttons.

To make your Rescue Alert ready to learn a Personal Help Button, press and hold the Test/Learn Button on the rear of your Rescue Alert. While pressing the Test/Learn Button, press and release the red Cancel Button. Your Rescue Alert will sound a series of seven short beeps. Release the Test/Learn Button immediately after you hear the beeps. Your Rescue Alert will sound two more beeps. Your Rescue Alert is now ready to learn your Personal Help Buttons.

Press the first Personal Help Button. When your Rescue Alert has learned the code sent by the Personal Help Button, a steady tone sounds until you release the Personal Help Button. While your Rescue Alert is in Learn Mode, it will sound a steady tone any time a learned Personal Help Button is re-activated. Any additional Personal Help Buttons may be learned at this time by activating each Personal Help Button until you hear the steady tone.

To exit Learn Mode, simply press and release the red Cancel Button on the side of your Rescue Alert. Your Rescue Alert will also go back to normal operation if a signal is not received from a Personal Help Button within 60 seconds of the last received signal.

**Anytime a new Personal Help Button is learned by your Rescue Alert you must relearn all of the Personal Help Buttons that you want to use, even if they were learned previously.**

## 9.4.2 Range Test Mode

Range Test Mode allows you to determine the effective operating range of each Personal Help Button.

To enter Range Test Mode, press and release the Test/Learn Button once. The green Test Light will turn on and one beep will be heard. While in this mode, press your Personal Help Button continuously while walking slowly throughout the desired coverage area. Your Rescue Alert will sound a steady tone as long as signal is being received. Your Rescue Alert will not call for help in Range Test Mode. This test should be conducted for each Personal Help Button used.

To exit Range Mode, simply press and release the red Cancel Button on the side of your Rescue Alert. Your Rescue Alert will also go back to normal operation if a proper signal is not received from a learned Personal Help Button within 60 seconds of the last received signal.

**Reception of small radio signals is sometimes degraded due to atmospheric conditions and radio frequency interference. Electronic devices such as clock radios, televisions, microwaves, etc. can cause radio frequency interference as well as the motors in some appliances.**

**Metal objects, mirrors, aluminum siding and other construction techniques can also prevent the signal from reaching the antenna inside your Rescue Alert. In such cases, there may be small areas from which your Rescue Alert may not respond to your Personal Help Button.**

**It may be helpful to slightly move, or relocate your Rescue Alert or move the object that is preventing the signal from being received.**

## 9.4.3 Monitoring a Test Call

The speaker in your Rescue Alert can allow you to listen to a Test Call to the Response Center if desired. This is helpful if you are having difficulties and are troubleshooting your installation.

To place your Rescue Alert in Monitor Mode, press and release the Test/Learn Button. Your Rescue Alert will beep once. Press and release the Test/Learn Button one more time. You will hear two more beeps. Your Rescue Alert is now in Monitor Mode. When your Rescue Alert is activated you will be able to hear dialtone, dialing and data communications between your Rescue Alert and the Response Center. After the message is completed, your Care Assistant will talk to you through your Rescue Alert. After the Test Call your Rescue Alert returns to normal mode of operation. To monitor your Test Call, your Rescue Alert must be activated within 60 seconds after being placed in Monitor Mode.

## 10.0 Internal Backup Battery

Your Rescue Alert is equipped with an internal rechargeable battery. The battery provides power to your Rescue Alert for up to 80 hours if AC power is lost. The battery condition is constantly monitored while the battery powers your Rescue Alert. If the battery condition drops to a warning level, a “Low Battery” message is sent to the Response Center. If the battery condition drops to a critical level, your Rescue Alert sends a “Dead Battery” indication to the Response Center. After a “Dead Battery” message is

sent to the Response Center, your Rescue Alert automatically turns off to prevent battery damage or telephone line interference. Once AC power is restored, your Rescue Alert automatically begins charging the battery.

**Your Service Provider should replace the internal battery every 3 to 5 years.**

## **11.0 AC Power Monitoring (Optional)**

Your Rescue Alert can send messages to the Response Center if the AC power to your Rescue Alert is lost and again when it is restored. Contact your Service Provider for additional information.

## **12.0 Status Lights**

The Status lights located on the front of your Rescue Alert continually show its operational status. Any red light implies that something may be wrong.

### **12.1 POWER**

This light is normally green. If your Rescue Alert becomes unplugged from the AC power receptacle, the POWER Light will be red. It is important not to connect your Rescue Alert to an AC power receptacle that is controlled by a light switch. If the wall switch is turned off, the POWER Light will be red even if the Power Cube is plugged into a power receptacle.

In the event your Rescue Alert loses AC power, the internal backup battery will continue to provide power. The battery voltage is continuously measured by your Rescue Alert. If the voltage drops to a warning level, a “Low Battery” message is sent to the Response Center and the POWER Light begins to flash red.

### **12.2 PHONE**

Normally the PHONE Light is off. Your Rescue Alert checks the connection to the telephone line to make certain that the telephone wires are connected properly. If your Rescue Alert becomes unplugged from the telephone line or the telephone connections are improper, the PHONE light will be red.

### **12.3 TEST**

The TEST Light is normally off. When your Rescue Alert is in Range Test Mode, the TEST Light is green.

### **12.4 HOME**

When either the Check-In or Inactivity feature is enabled, the HOME Light is green if the HOME/AWAY Switch is in the HOME position. If neither the Check-In nor Inactivity Timer feature is enabled, the HOME Light will be off independent of the position of the HOME/AWAY Switch.

### **12.5 AWAY**

When either the Check-In or Inactivity feature is enabled, the AWAY Light is green if the HOME/AWAY Switch is in the AWAY position. If neither the Check-In nor Inactivity Timer feature is enabled, the AWAY Light will be off independent of the position of the HOME/AWAY Switch.

## **12.6 HELP**

The HELP Light is normally off. When your Rescue Alert is calling the Response Center to send any message, the HELP Light is red.

## 13.0 Troubleshooting

In normal mode of operation, the POWER Light on your Rescue Alert is green. Please contact your Service Provider for assistance.

Symptom	Description	Solution
POWER Light is Off	Rescue Alert is not receiving power.	Turn the Power Switch on and make sure the power cube is plugged into a power outlet that has power. Make sure a light switch does not control the power outlet. Make sure the power cube is held tightly in the power outlet.
POWER Light is Steady Red	Rescue Alert is not receiving AC power and is operating on the internal battery.	Make sure the Rescue Alert is securely connected to the power outlet and that the outlet is receiving power.
POWER Light is Flashing Red	Rescue Alert is not receiving AC power and the internal battery is at or below a warning level.	Make sure the Rescue Alert is securely connected to the power outlet and that the outlet is receiving power.
PHONE Light is Red	Telephone Line connection is not made or is made incorrectly	Make sure your Rescue Alert is plugged into a working telephone jack. Also make sure that the telephone wires are connected as shown in the installation diagrams.
TEST Light is green	Rescue Alert in Range Test Mode	Press the red CANCEL Button to exit Range Test Mode.
HOME Light is green	Check-In or Inactivity feature is enabled and the Home/Away Switch is in the Home position.	
AWAY Light is green	Check-In or Inactivity feature is enabled and the Home/Away Switch is in the Away position.	
HELP Light is red	Your Rescue Alert is sending a message to the Response Center	

## 14.0 User Responsibilities

To help your Care Assistant provide the quickest response possible, please do the following:

1. Test your Rescue Alert at least every month.
2. Keep your Responder List and subscriber information current. Please notify the Response Center immediately when any changes occur.
3. Make sure that you wear your Personal Help Button

## 15.0 Message Summary

Your Rescue Alert can deliver many different messages to the Response Center. Some messages are to report emergencies such as fire or medical. Other messages report your Rescue Alert status. The following list shows some of the messages sent to the Response Center.

1. Smoke Detectors\*
2. Personal Help Buttons\* (Includes battery status)
3. Console Help Button
4. Check-In or Inactivity
5. AC Power Fail
6. AC Power Restore
7. Low Rescue Alert Battery
8. Dead Rescue Alert Battery
9. Low Smoke Detector Battery\*
10. Automatic Voice Test
11. Automatic Dial Test
12. Missing Supervisory Transmission\*

\* The Message delivered indicates which wireless device initiated the message

## 16.0 Accessories

Various accessories are available through your Service Provider.

1. Personal Help Buttons (P/N RA3T)
2. Wireless Smoke Detectors (P/N RA3T-SD)
  1. Learning a Wireless Smoke Detector transmitter to the RA400
    1. Place the RA400 in LEARN MODE by pressing and holding the TEST/LEARN (located on the rear of the RA400), then press the RESET button (red button on the right side of RA400), and release both buttons at the same time. The RA400 will beep twice, indicating it is in LEARN MODE.
    2. Press the TEST button located on the Smoke Detector. Hold it down until the Smoke Detector beeps 4 or 5 times. The code transmitted by the internal transmitter will be *learned* by the RA400.
    3. Repeat step 3b for each Smoke Detector to be used. A maximum of eight Smoke Detectors can be *learned* by the RA400. Note: the RA400 will only remain in *Learn* mode for 60 seconds after receiving a signal. Be certain to *learn* the next Smoke Detector within 60 seconds.
    4. Press and release the RESET BUTTON to return the RA400 to normal operating mode.
3. Personal Help Button Neckcord (P/N RA3-100)
4. Personal Help Button Wristbands (P/N RA3-150)
5. Sip & Puff Personal Help Transmitters (P/N RA3T-SP)
6. Wall Mount Personal Help Buttons (P/N RA3T-WALL)
7. Personal Help Button Belt Clip (P/N RA3T-CLIP)
8. Standard Telephone Cord (RA400-RJ11)
9. RJ31X Telephone Cord (RA400-RJ31X)
10. Medication Dispenser (ASM-MEDREADY)
  1. Learning a Medication dispenser to the RA400
    1. Place the RA400 in LEARN MODE by pressing and holding the TEST/LEARN (located on the rear of the RA400), then press the RESET button (red button on the right side of RA400), and release both buttons at the same time. The RA400 will beep twice, indicating it is in LEARN MODE.
    2. Press the PANIC BUTTON that will be worn by the subscriber. The RA400 will sound a tone. The PANIC BUTTON is now *learned*.

3. Repeat step 2b for each PANIC BUTTON to be used by the subscriber. A maximum of six PANIC BUTTONS can be used if a medication dispenser is going to be *learned* in the RA400.
4. Hold the battery compartment door in one hand and press small button located on the transmitter just installed until the RA400 sounds another tone, indicating that it has *learned* the medication dispenser transmitter as well.
5. Release the small button, the tone will stop and one second later, the tone will sound again for one second.
6. Press and release the RESET BUTTON to return the RA400 to normal operating mode.
7. Replace the battery compartment door on the medication dispenser. Be certain not to pinch any wires.

## **17.0 Service**

Your Rescue Alert and Personal Help Buttons are designed to provide you security and peace of mind for many years. Any service or repairs to your Rescue Alert or Personal Help Buttons must be performed through your Service Provider at Rescue Alert.

## **18.0 Warranty**

Your Rescue Alert and Personal Help Buttons are manufactured to high and exacting specifications and are designed to provide you security and peace of mind for many years. Rescue Alert warrants that the products it sells is free from defects in material and workmanship for a period of one year from the date of shipment to the original customer. During the warranty period, Rescue Alert will, at its option, either repair or replace products which prove to be defective. The repaired or replaced equipment is then warranted for 90 days or the balance of the initial warranty period, which ever is greater. Equipment which has been subject to abuse, misuse, alteration, unauthorized repair, or damage as a result of Acts of God beyond the control of Rescue Alert, is not covered by the warranty. Rescue Alert shall have the right of final determination of the existence and cause of defect.

In order to obtain service under the warranty, the Purchaser must notify Rescue Alert of any defects before the expiration of the warranty period. Upon return of any Rescue Alert for repair or replacement, Purchaser shall obtain and Return Merchandise Authorization from Rescue Alert and prepay any shipping charges for products returned to Rescue Alert for warranty service and Rescue Alert shall pay for return of the product to the Purchaser.

The remedies provided herein are the Purchaser's sole and exclusive remedies. Rescue Alert shall not be liable for any direct, indirect, special, incidental, or consequential damages, and in no event will liability exceed the purchase price of the product. No agent, employee, or representative of Rescue Alert or any other person is authorized to modify this warranty in any respect.

## **19.0 NOTES**

The Personal Help Buttons and internal receiver supplied with your Rescue Alert are designed and tested to high specific standards. However, due to laws of physics, vagaries of radio transmissions and the limited output power allowed by the FCC, there are some limitations to be considered:

- All receivers may be blocked by radio signals occurring on or near their operating frequencies, regardless of the code selected.
- A receiver can only respond to one transmitter signal at a time regardless of the number of codes in the Valid Code List.
- Wireless equipment should be tested regularly to determine if there are sources of interference and to protect against faults.

## 20.0 NOTIFICATIONS

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- **Important:** Changes or modifications to this unit not expressly approved by the responsible party for compliance may void the user's authority to operate the equipment.
- Infrequently used radio links should be tested regularly to protect against undetected interference or fault.
- A general knowledge of radio and its vagaries should be gained prior to acting as a wholesale distributor or dealer, and these facts should be communicated to the ultimate user.

## 21.0 Technical Tips

Due to the vagaries of Radio Frequency signaling (typified in the mobile phone user's phrase, "Can you hear me now?") effective radio signaling is subject to unusual circumstances. Also, more and more private residences are installing telephone systems rather than the typical single line "plain old telephone service" or POTS. Finally, the advancement of communications technology is providing more and more alternate communication avenues for providing telephone service such as cable, Voice over IP, etc. All of these dynamic influences contribute to some idiosyncrasies in Security, Fire, and Personal Emergency Response System performance.

### 1. Telephone systems versus plain old telephone service.

Telephone systems can include multiple telephone lines and or multi-featured telephone sets like found in most businesses. Many of these telephone systems may require reprogramming, and/or installation of an RJ31X jack for the Rescue Alert to perform properly. Some systems are not compatible with Personal Emergency Response System services. If you have any type of multiple line telephone service or multi-featured handsets, and the Rescue alert is not performing properly, call Rescue Alert's Customer Service Office at (800)688-9576.

## 2. **DSL, or Digital Subscriber Line**

In order to have functional Rescue Alert service, homes with DSL telephone/computer service require additional installation steps, and perhaps the use of an in-line DSL Filter. We have listed three configurations for a successful Rescue Alert RA400/DSL installation in order of commonality. The DSL filter listed is available at Radio Shack, part number 279-101. Even with these configurations, it is possible that you will need to call Rescue Alert Customer Service for a more extensive troubleshoot.

## 3. **Cable Telephone Service**

With the advancement of communications technology there are some alternate communication avenues providing telephone service. Specifically, cable telephone services. They have a significantly reduced cost and are very appealing to the end user. However, cable telephone service has a greatly reduced ability to support the demands of data transfer. Due to the inability of cable telephone to provide reliable data communication, most Cable Telephone Service providers are not supporting data transfer on their systems. Examples of such cable telephone service providers are Roadrunner, which is common in the Eastern US, and Comcast a nation wide provider.

## 4. **Voice over Internet Protocol (Voice over IP, or VoIP)**

With the advancement of communications technology there are new communication avenues providing telephone service. One example, the internet, is providing “nearly free” long distance calling or Voice over IP (VoIP). This “nearly free” cost structure is very appealing to most people who are using telephones, which is nearly everyone. However, VoIP has a greatly reduced ability to support the demands of data transfer, as noted in the description “*Voice*” over IP. This reduced ability is readily apparent in the “pops and gaps” in typical voice communication. These “pops and gaps” affect the critical data communication between the PERS unit and Response Center Receiver.

Due to the inability of VoIP to provide reliable data communication, most VoIP providers are not supporting any data transfer on their telephone service systems. Consequently, Rescue Alert is not able to support or provide service on VoIP telephone systems.

Some PERS service providers or monitoring companies offer a waiver for their service when carried on VoIP. The intent of such a waiver is to release the PERS company from any failure of the system to operate. Rescue Alert views this agreement as offering a false sense of security. Additionally, VoIP does not offer any ability to effectively track the service performance in real time or in a historical perspective. Based on these difficulties, Rescue Alert does not offer any type of VoIP waiver for Personal Emergency Response System service.

## 5. **Batteries**

5.1. **Rescue Alert-** Battery life of the back-up battery in the Rescue Alert is between three and five years. As the battery performance decreases the response center which has been tracking the battery voltage levels will notify the service provider or owner of the need for the Rescue Alert to be serviced. The battery in the Rescue Alert is not replaceable in the field. The Rescue Alert must be returned to the Service & Repair center for the battery to be replaced.

5.2. **Personal Help Button-** Battery life of the Personal Help Button is between three and five years. As the battery performance decreases, the Response Center - which has been monitoring the Personal Help Button battery performance -will notify the service provider or owner of the need to check or replace the Personal Help Button. The Personal Help Button does not have replaceable batteries. The Personal Help Button can sometimes be “exercised”, to recover optimal performance, by repeatedly pressing the button over a short time.

## 6. **Poor Personal Help Button Range or performance**

6.1. **RF screens/blockers-** Due to the vagaries of Radio Frequency signaling (exemplified in the mobile phone user's phrase "Can you hear me now?") effective radio communication is subject to unusual circumstances. There are known situations where radio signals are effectively screened or blocked. One very typical situation occurs when the transmitter (Personal Help Button) or receiver (Rescue Alert) is in an area of significant masonry or metal construction. Examples are in basement areas where all the walls are solid **concrete**; another example is in mobile homes, where the walls are covered in **aluminum** siding, and typically insulated with urethane foam insulation with **aluminum foil** on two sides; occasionally, a large, heavy, old style, **silver foil** backed mirror will occupy a prominent wall in a home - these materials are all capable of modifying radio waves. As such, signals from the Personal Help Button may be blocked entirely, or at least reduced in strength. The solution to these blockages or screens may be as simple as the placement or relocation of the Rescue Alert. Simply moving the Rescue Alert side to side or up on a shelf may help provide proper coverage throughout the premises.

6.2. **RF noise-** Another of the vagaries of Radio Frequency signaling is the random nature of electrical appliances which produce radio frequency noise. This is simply an incidental occurrence of radio signals produced by electric motors. For example, some of the old style refrigerators have a compressor which produces a tremendous amount of noise right at the 300 to 400 MHz range, frequencies most Personal Emergency Response systems use. Many of the older clock radios with the flip style numeral tabs turned by an electric motor also produce random radio noise. The effect of this random noise can be to desensitize the receiver. In other words, the effect is like trying to speak to someone across a crowded room of people who are visiting loudly with one another. Up close you can be heard, but at a distance there is so much competing noise, you may not be able to be understood. The solution to this noise may be as simple as the placement or relocation of the Rescue Alert, or the "noisy" device. Simply moving the device, or moving the Rescue Alert side to side or up on a shelf may help provide proper coverage throughout the premises. Rescue Alert utilizes super-heterodyne **SAW-based** receiver technology because of its superior noise rejection, sensitivity, and stability. The majority of other PERS receivers employ a less expensive and more commonly used super-regenerative technology which is inherently unstable and very susceptible to environmental noise. These receivers are typically limited to an effective range of 150 to 300 feet.